L Number	Hits	Search Text	DB	Time stamp
1	3267	Telephone and computer and call and analysis and customer and state	USPAT; US-PGPUB; EPO; JPO; DERWENT;	2003/09/17 07:56
2	1907	(Telephone and computer and call and analysis and customer and state) and @ad<20000807	IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT;	2003/09/17 07:56
3	78	((Telephone and computer and call and analysis and customer and state) and @ad<20000807) and psychological and state	IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT;	2003/09/17 07:58
4	37	(((Telephone and computer and call and analysis and customer and state) and @ad<20000807) and psychological and state) and icon	IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT;	2003/09/17 07:35
5	31197	Telephone and computer and call and analysis and customer and state and service icon	IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT;	2003/09/17 07:57
6	19254	(Telephone and computer and call and analysis and customer and state and service icon) and @ad<20000807	IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:57
7	732	Telephone and computer and call and analysis and customer and state and service and icon	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:57
8	335	(Telephone and computer and call and analysis and customer and state and service and icon) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33
9	37	((Telephone and computer and call and analysis and customer and state and service and icon) and @ad<20000807) and psychological and state	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:32
10	562	telephone and server and service and customer and (classify or classification) and priority and action	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33

11	157	(telephone and server and service and customer and (classify or classification) and priority and action) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33
-	0	(Telephone and computer and call and analysis and customer and state) and @ad<20010605	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/21 14:52

L Number	Hits	Search Text	DB	Time stamp
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4	37	(((Telephone and computer and call and analysis and customer and state) and @ad<20000807) and psychological and state) and icon	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:35
5	31197	Telephone and computer and call and analysis and customer and state and service icon	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:57
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8	335	(Telephone and computer and call and analysis and customer and state and service and icon) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33
9	37	((Telephone and computer and call and analysis and customer and state and service and icon) and @ad<20000807) and psychological and state	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:32
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12	5	"telephone service monitoring"	USPAT;	2003/09/17
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			DERWENT;	
			IBM_TDB	
13	5	"telephone service monitoring" and	USPAT;	2003/09/17
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14	21445	quality and telephone and service	USPAT;	2003/09/17
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15	8980	(quality and telephone and service) and	USPAT;	2003/09/17
		server	US-PGPUB;	10:28
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			DERWENT;	
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16	761	((quality and telephone and service) and	USPAT;	2003/09/17
		server) and (classification or classify) and	US-PGPUB;	10:29
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			IBM_TDB	
17	237	(((quality and telephone and service) and	USPAT;	2003/09/17
••		server) and (classification or classify) and	US-PGPUB;	10:31
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			DERWENT;	
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18	218	((((quality and telephone and service) and	USPAT;	2003/09/17
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		management	DERWENT;	
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19	55	(((((quality and telephone and service) and	USPAT;	2003/09/17
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		management) and elapsed and wait	DERWENT;	
		managementy and elapsed and wait		
	0	(Telephone and computer and call and	IBM_TDB	2002/08/24
-	5	analysis and customer and state) and	USPAT;	2003/08/21
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L Number	Hits	Search Text	DB	Time stamp
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2	391	706/50 and @ad<20000807	USPAT;	2003/09/17
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			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
3	497	706/46	USPAT;	2003/09/17
			US-PGPUB;	14:15
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
4	456	706/46 and @ad<20000807	USPAT;	2003/09/17
			US-PGPUB;	14:20
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
5	1140	706/45	USPAT;	2003/09/17
			US-PGPUB;	14:20
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
6	1024	706/45 and @ad<20000807	USPAT;	2003/09/17
			US-PGPUB;	14:20
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	